



GAIL FARBER, Director

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC WORKS

"To Enrich Lives Through Effective and Caring Service"

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April 12, 2016

IN REPLY PLEASE
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TO: Each Supervisor

FROM: Gail Farber *Gail Farber*
Director of Public Works

Richard J. Bruckner, Director *RJ Bruckner*
Regional Planning

BOARD MOTION OF AUGUST 4, 2015, AGENDA ITEM 42 SECOND PROGRESS REPORT IMPLEMENTATION OF ELECTRONIC PERMITTING AND INSPECTIONS – COUNTY OF LOS ANGELES

This memorandum is in response to the August 4, 2015, joint motion by Supervisors Mark Ridley-Thomas and Michael D. Antonovich to, in part:

- Direct the Interim Chief Executive Officer in coordination with Assessor, Fire, Parks and Recreation, Public Health, Public Works, and Regional Planning to implement Gartner, Inc.'s improvement recommendations and direct departments to submit in writing implementation progress reports to the Board every 120 days.

This is the second 120-day progress report on the implementation of Electronic Permitting and Inspections-County of Los Angeles (EPIC-LA).

Background

On June 24, 2014, the Board approved Contract No. 78227 between the County of Los Angeles and Tyler Technologies, Inc., to assist the Department of Regional Planning (DRP) in the implementation of the EPIC-LA system, which supports a comprehensive approach to land entitlement, inspections, and code enforcement.

On June 2, 2015, on a motion by Supervisor Ridley-Thomas, the Board directed the Interim Chief Executive Officer (CEO) and the Chief Information Officer (CIO) to contract with an independent third-party agency to assess EPIC-LA to ensure that it is the appropriate technology to support Public Works' workflows and other departments in the near future and to report back to the Board within 60 days. Gartner was identified as the agency to address this motion.

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On July 30, 2015, the Interim CEO and CIO reported back to the Board Gartner's assessment, which concluded that expanding EPIC-LA to Public Works is an appropriate next step for the County. Gartner's report provided recommendations for moving forward that will help mitigate potential risk areas in the EPIC-LA implementation, which include:

- **Go-Live Preparation:** Convene a multi-departmental working group to begin planning for the November 2015 implementation impact on affected departments.
- **Governance:** Implement a formal governance team with the authority to drive the project and make scope and policy decisions.
- **Online Portal:** Implement a single, front-end portal to include non-land development services.
- **Data Sharing:** Implement a formal plan for information sharing between departments.
- **Long-Term Roadmap:** Develop a long-term implementation roadmap that explores opportunities to continue to enhance EPIC-LA and incorporates additional departments.
- **Independent Quality Assurance and Risk Assessment:** Consider engaging an independent vendor for periodic quality assurance and risk assessments.

On August 4, 2015, the Board approved the amendment to the existing contract with Tyler to expand use of EPIC-LA to incorporate workflows from Public Works.

DRP Current Status

DRP implemented EPIC-LA on November 30, 2015. An official announcement was released to the public soon after. DRP and Tyler have been working very closely to ensure a smooth transition from KIVA, the previous permitting system, to EPIC-LA. DRP's implementation included licensing for Public Works, Fire, Public Health, and Parks and Recreation to access the system for land entitlement processes and to conduct electronic reviews.

Since the last status update in December 2015, DRP in conjunction with Tyler has achieved completion of the remaining project milestones including:

- **Completion of Stage 9 – User Training:** During this stage, DRP and Tyler developed and conducted a comprehensive end-user training plan, which included representation from DRP, Public Works, Fire, Public Health, and Parks.

- **Completion of Stage 10 – Production and Production Support:** During this stage, DRP and Tyler deployed a fully configured database/application to the production environment and provided onsite pre- and post-production technical and functional support.

To date, DRP staff has created over 1,300 Plans, 530 Code Enforcement Cases, 600 Requests for Service, and 1,500 Inspections in the EPIC-LA system. DRP user adoption is 100 percent with high user satisfaction, and the project team continues to work with subject matter experts to enhance the system.

Public Works Current Status

Public Works and the contractor have completed the Planning and Initiation activities and finalized a detailed project schedule. Internal Services Department (ISD) set up two development environments for the project that are used to test different approaches to utilizing the software, compare them, and implement the best solution.

The Assess and Define activities began January 4, 2016. To help ensure the successful implementation of the overall project, Public Works elected to split the project into three concurrent phases with three staggered Go-Live dates. They are:

- Entitlement and Public Infrastructure Engineering (EPIE) (Phase 1)
 - Go-Live is scheduled for February 20, 2017
- Public Right-of-Way Permits, Inspections, and Code Enforcement (Phase 2)
 - Go-Live is scheduled for August 28, 2017
- Building Permits and Inspections (Phase 3)
 - Go-Live is scheduled for December 4, 2017

During this reporting period, the project team discussed, defined, and documented 77 EPIE business processes from across four divisions. Three representative processes were prototyped to ensure that, as solutions, they worked as anticipated before Public Works gave final approvals. The project team included DRP project staff in discussions and decisions to ensure there would be no conflicts with the current production system.

In addition, the contractor is currently building the EPIE system according to the approved solutions. The project team is configuring and testing the data migration and defining enhancements to the online payment interface.

Assessor Current Status

The Assessor is a stakeholder department in the EPIC-LA project, both as a provider and consumer of the types of information that will be generated by EPIC-LA. The Assessor's Interdepartmental Data Exchange (IDEX) has recently been established for data exchanges between other partner departments to accommodate the sharing of information for the purposes of property tax administration and assessment and makes a convenient conduit for the EPIC-LA effort by:

- Making Assessor parcel information available for the EPIC-LA system (parcel GIS layers and related PDB data). While this data is readily available via the eGIS data repository, IDEX can also be used for custom data interchanges; and
- Providing permit data from EPIC-LA to the Assessor via IDEX or any other agreed-upon data exchange. Public Works currently provides limited permit information via a legacy mainframe exchange. The Assessor's preference is for a modern form of data exchange along with increased information and changes to the current data processes (i.e., we receive truncated permit descriptions, etc.).

Additionally, to improve the efficiencies of the County property tax assessment processes, the Assessor can make use of EPIC-LA data by:

- Providing view access to the new EPIC-LA interface for Assessor staff (approximately 500 appraisers) that displays permit information along with inspection history and any other information that EPIC-LA provides. In the future, the Assessor will be able to link to this interface as is from our internal applications or by consuming any services that EPIC-LA provides and displaying that information to Assessor staff.

Fire Current Status

Fire has joined the multi-departmental working group and is regularly attending EPIC-LA meetings to ensure that Fire is ready to expand the use of Energov software if that proves to be in the best interest of the County and our customers. Fire hosted a department-specific scoping meeting with Tyler on March 10, 2016, to establish baseline business requirements and to review potential system applications. Additional meetings and dialogue will generate a potential EPIC-LA solution that will address Fire's land development processes. Future expansion of EPIC-LA may result in the development of systems that will replace or compliment Fire's legacy brush clearance and fire prevention inspection databases.

Fire continues to engage in the effort to develop and staff a County One-Stop in Alhambra. Co-location of County services, expansion of a common software operating platform that includes transparency for the public, and development of electronic plan check services all remain viable goals for the future.

Parks and Recreation Current Status

Parks and Recreation is part of the multi-departmental working group to implement the expanded scope for the EPIC-LA system following Gartner's investigation of a multi-port interface for the participating County departments. There are several applications tied to internal and interdepartmental workflow and process that key work units are preparing for integration into the new EnerGov software, including processing subdivision maps and developer park obligations (Quimby), Oak Tree permitting process, and license agreement/right-of-entry permits. With respect to the Quimby application, Parks and Recreation needs to update or replace the existing FoxPro application; meetings have been conducted with Tyler to determine if EPIC-LA could address their requirements. ISD completed an assessment in June 2015 for a custom-built system to interface with DRP.

Public Health Current Status

Since the last update, Public Health met with Tyler staff and discussed the potential to develop integration between EPIC-LA (Tyler-EnerGov) and the Public Health data management system, EnvisionConnect. Based on Tyler's preliminary analysis, there seems to be some potential to have the two systems' "portal" technology linked.

As previously mentioned, EC is a robust data management system utilized within Public Health Environmental Health to issue permits and licenses, process billing, and manage inspections, including the ability for field staff conducting inspections in the field to access billing and payment information, plan check information, and past site history including foodborne illness investigations. Public Health is in the process of expanding the EC portal to offer additional services, data, and payment options.

Gartner's Recommendations – Progress Report

- **Go-Live Preparation:** A working group has been established with representatives from DRP, Public Works, Assessor, Fire, Parks and Recreation, and Public Health to discuss potential impacts on these departments as EPIC-LA moves closer to the various phased Public Works implementations. The group will meet as needed as this project moves forward.

- Governance: A governance team has been established with representatives from the CEO, CIO, and the impacted departments with the responsibility to monitor the project as EPIC-LA moves forward and expands to other departments.
- Online Portal: The CIO is the lead department on this effort. A report back to the Board was filed December 30, 2015.
- Data Sharing: EPIC-LA has the tools to facilitate data sharing among participating departments. Moving forward, the governance team will develop and establish policies and procedures to ensure data sharing is consistent as other departments join EPIC-LA.
- Long-Term Roadmap: A technical team will be established with representatives from all participating departments. This technical team will work closely with the governance team to continue to enhance EPIC-LA as other departments are incorporated.
- Independent Quality Assurance and Risk Assessment: The CIO is the lead on this effort.

If you have any questions regarding this progress report, please contact Dennis Slavin for DRP-related matters at (213) 974-6405, dslavin@planning.lacounty.gov, or Dennis Hunter for Public Works-related matters at (626) 458-4006, dhunter@dpw.lacounty.gov.

DH:la

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cc: Assessor, Chief Executive Office (Rochelle Goff), Chief Information Office, Executive Office, Fire Department, Department of Parks and Recreation, Department of Public Health

AGN. NO. 42

**MOTION BY SUPERVISORS MARK RIDLEY-THOMAS AND
MICHAEL ANTONOVICH**

AUGUST 4, 2015

Single Online Portal for all Los Angeles County Permit Applications (EPIC-LA)

On June 2, 2015, the Los Angeles County (County) Board of Supervisors (Board) approved a motion directing the Interim Chief Executive Officer and the Chief Information Officer to contract with an independent third party agency with the necessary expertise to review EPIC-LA to ensure that it meets the current County requirements and current Information Technology Solutions. The Board also requested a study for implementing a single web interface for the public to submit permit applications; once applications are submitted, the required documents should be seamlessly and securely distributed to all concerned departments.

Gartner, Inc. (Gartner) was selected to conduct the review and their report concluded that expanding EPIC-LA to Public Works will help the County achieve more complete interdepartmental information sharing for land development within EnerGov, Tyler Technologies' commercial-off-the-shelf (COTS) product selected for EPIC-LA.

Gartner's report, however, stated that the ability for EnerGov ePortal to be a front-end portal for non-EnerGov systems is limited, and therefore, EnerGov ePortal cannot address the Board's directive to implement a single web interface for the public to submit permit applications. Gartner recommended implementing a web portal separate from EnerGov ePortal in order to facilitate the most efficient and streamlined process for the public use.

- MORE -

MOTION

SOLIS	_____
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MICHAEL ANTONOVICH
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Additionally, while Gartner concluded that it is appropriate for the County to move forward with the expansion of EPIC-LA for Public Works, they have also identified opportunities to refine and improve the current project including Go-Live Preparation, Governance, Online Portal, Data Sharing, Long Term Roadmap, Independent Quality Assurance and Risk Assessments.

WE THEREFORE MOVE THAT THE BOARD OF SUPERVISORS:

- Direct the Interim Chief Executive Officer in coordination with Assessor, Fire, Parks and Recreation, Public Health, Public Works, and Regional Planning to implement Gartner's improvement recommendations and direct departments to submit in writing implementation progress reports to the Board every 120 days; and
- Direct the Interim Chief Executive Officer in coordination with the Chief Information Officer (CIO) to conduct a design study for implementing a single web interface to be a one-stop-shop for the public to submit permit applications and report back to the Board in 90 days.

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(DR/MA)